



## Reminder – Topics to cover with your staff before attending

### Nebraska WIC Training Clinic:

#### **Training Clinic Welcome Letter & hours of Operation:** (click on link)

Trainees should plan to spend the week (Monday – Friday) at training clinic as outlined in the Welcome Letter. Any known conflicts should be discussed ahead of time with the State Training Clinic Coordinator and Local Agency WIC Director. Depending upon how the week progresses, the coaches may ask trainee to slightly modify arrival or departure times, if agreeable to all, to accommodate individual training needs. Please be sure to share the Welcome Letter with staff attending training clinic. It can be accessed on the Nebraska WIC website.

<http://dhhs.ne.gov/publichealth/Documents/Training%20Clinic%20Welcome%20Letter.pdf>

#### **Directions to Training Clinic:** (click on link for directions)

The Training will take place at Family Service WIC clinic in Lincoln, Nebraska. It is located on the corner of 7<sup>th</sup> & J Street. If unfamiliar with Lincoln, be sure to allow extra time on the first day to find the facility. *Feel free to call the Training Clinic for questions at 402-441-8655. A link to step by step directions may be found on the Nebraska WIC Website on the following page.* <http://dhhs.ne.gov/publichealth/Documents/Directions%20to%20Training%20Clinic.pdf>

**Contact Training Clinic:** *Contact training clinic if something happens impacting your ability to come to training clinic on the scheduled day (weather, illness, emergency situations).*

- **Phone number – during office hours 8:00 – 4:30 - 402-441-8655.**
- **phone number (After Hours) - 402-853-2345**

**Preparation for Training Clinic** – Training new WIC employees is a coordinated effort between the local agencies and the Nebraska WIC Training Clinic. Please be sure to adequately prepare your staff to attend Training Clinic by having them complete the on-line Learning About WIC modules, corresponding activities, and clinic observations. The on-line modules can be viewed at - [http://dhhs.ne.gov/publichealth/Pages/wic\\_local-agency-staff\\_training\\_training-learning.aspx](http://dhhs.ne.gov/publichealth/Pages/wic_local-agency-staff_training_training-learning.aspx)

**Training clinic for new staff will teach the basics** - WIC is a complex program and Training Clinic is "only the beginning" of training. Training Clinic covers a lot of information and we don't expect new trainees to memorize everything before they leave. New trainees will *continue to learn* new things at the local agency after returning from training clinic. It may take new staff several months to feel really comfortable with their position. This is important for new staff to know, so they don't have unrealistic expectations.

**Training Experience** - Training will be provided by one more experienced coaches using an established curriculum. A variety of teaching methods are used to enhance the learning experience such as demonstrations, role playing, games, activities, and practice charts leading up to practicing with clients in the clinic setting. A variety of job aids will be available for staff to use as needed and to share with staff when they return to their own local agency. Job aids are also available on our internet site [http://dhhs.ne.gov/publichealth/Pages/wic\\_local-agency-staff\\_training\\_index.aspx](http://dhhs.ne.gov/publichealth/Pages/wic_local-agency-staff_training_index.aspx)

**Follow-Up Training At the Local Agency** - *Everyone learns at their own pace. Training Clinic does not always have time to cover everything in the Training Clinic curriculum. In this case, any skills not covered at Training Clinic will be noted on the evaluation form, and the local agency will be responsible for follow-up training. Any skills that are marked as not trained or needing additional training will require follow-up training and documentation by the local agency. Any skills not covered, as well as skills that trainee may have difficulty with during training clinic would be noted on the evaluation form so that any additional training can be provided at the local agency level. The training coach that worked with your trainee will be available to answer questions you might have to best individualize remaining training needs, guide you to additional resources, and help to ensure continuity of training upon returning to the local agency.*

The end of training evaluation form (blank templates) are available on our internet site.

Clerk End of Training Progress Report Template - [http://dhhs.ne.gov/publichealth/Documents/Clerk\\_End\\_of\\_Training\\_Progress\\_Report.docx](http://dhhs.ne.gov/publichealth/Documents/Clerk_End_of_Training_Progress_Report.docx)

CPA End of Training Progress Report Template - [http://dhhs.ne.gov/publichealth/Documents/CPA\\_End\\_of\\_Training\\_Progress\\_Report.docx](http://dhhs.ne.gov/publichealth/Documents/CPA_End_of_Training_Progress_Report.docx)

**Reminder - Some skills are not part of the training clinic curriculum**

As you know, some skills are not included in the Training Clinic curriculum and LA's are responsible for providing this training. For example, some skills not included in the Training Clinic curriculum include orientation to the WIC program, orientation to the computer system, orientation to WIC processing standards, using your clinic flow sheet, chart organization, basic types of WIC appointments, using the scheduler, documentation of no shows, mailing food instruments procedure. The skills not covered at Training Clinic are more fully described in the Home Agency materials handed out to the WIC Directors at the Oct 2003 WIC Directors meeting. Local Agency training coordinators will need to *discuss their plan* for continued education on these additional skills, with the new employees. Please keep documentation of training provided.

**Hotel Arrangements** - If hotel reservations are needed, *please remember to make them ahead of time*. Sometimes the hotels in Lincoln do fill up if special events are going on such as State High School Tournaments. The State is not able direct bill hotel room costs. LA's will need to make their own hotel arrangements for trainees if needed. Following is a list of some hotels available in Lincoln.

**Holiday Inn Downtown**

141 N. 9th St.  
Phone: 402-475-4011

**Holiday Inn Express Midtown**

1133 Belmont Ave, (approximately 11th St. & Cornhusker Hwy)  
Phone: 402-435-0200

**Ramada Limited South**

1511 Center Park Rd.  
3 blks S. of NE Hwy 2 on S. 14th St.  
Phone: 402-423-3131

**Suburban Extended Stay Hotel**

1744 M St.  
  
Phone: 402-475-3000

**Additional accommodations** - Feel free to call me if additional accommodations or considerations of any kind are needed.

*Jackie Johnson*

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301 Centennial Mall So.  
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